

## **PRV – Outreach Distribute Provider Form Requests**

### **Purpose:**

To supply the provider with Targeted Medical Care claim forms, provider manuals, and other Iowa-specific forms requested by the providers for submission of data to the Iowa Medicaid program.

Provider Services receives requests from Waiver providers for the Claim For Targeted Medical supplied by the IME. All other provider forms and manuals are available on the IME website. Providers are referred to the website when calling Provider Services, however, they may request copies because they do not have access to a computer or the Internet.

### **Identification of Roles:**

Provider Services

### **Performance Standards:**

Distribute to providers within two business days after request

### **Path of Business Procedure:**

#### **Step 1: Provider contacts Provider Services**

#### **Step 2: Complete a Manual/Form request**

- a. Refer to IME Operational Procedures Requirements Procedure Request for Form or Manual

#### **Step 3: Mail the requested forms**

- a. Forms are kept in the IME storage unit or may be printed from the IME website at [www.ime.state.ia.us](http://www.ime.state.ia.us) by clicking on Providers, Forms and clicking on the form number
  1. Go into OnBase and click on the Workflow icon
  2. Click on PRV02 – Manual/Form Requests
  3. Click on the document found under the Document Name
  4. Place the requested forms in the envelope
  5. Place label on the envelope, see Step 4
  6. Double click on the Request Complete task

#### **Step 4: Printing a Label**

- a. Labels can only be printed on desktop printers and not on the network printers.
  1. On the computer, go to...Start and click on Run, open the file [file\\dhsimeobcdp\COLD\Other](file://dhsimeobcdp\COLD\Other)
  2. Select OK
  3. Select the folder titled PRV Form Request Labels
  4. Select the Word Doc. Labels.docx
  5. A pop up window will appear select YES
  6. The label template will appear.
  7. Go to the mailings tab in Microsoft Word document
  8. Select Start Mail Merge

9. Select Step by Step Mail merge Wizard
10. Lower right hand corner you will see Step 1 of 6
11. Continue to select the next tab until Step 6 of 6 is completed
12. Select the print option under the merge option on the right hand side of the screen.
13. Pop up will appear select OK
14. The print screen will appear select OK

### **Forms/Reports:**

N/A

### **RFP References:**

6.4.4.3.b

### **Interfaces:**

N/A

### **Attachments:**

Process Map

Attachment 1  
**Process Map**

